

## START HERE

**IMPORTANT!** READ IMPORTANT SAFETY NOTICES AND REFER TO INSERT SHEET  
INSTRUCTIONS TITLED "REMOVING THE OLD DOOR/PREPARING THE OPENING". IF THE  
INSERT SHEET INSTRUCTIONS ARE NOT INCLUDED, CONTACT WAYNE-DALTON CORP. FOR A  
FREE COPY.

If removing an existing door, carefully follow the directions given on the insert sheet instruction in the portion titled "Removing the Old Door".

**WARNING!** REMOVAL OF AN EXISTING DOOR CAN BE DANGEROUS. FOLLOW INSERT  
SHEET INSTRUCTIONS CAREFULLY OTHERWISE SEVERE OR FATAL INJURY COULD RESULT.  
Begin the installation of the door by checking the opening. It must be the same size as the door. Vertical jamb  
must be plumb and the header level. Side clearance, from edge of door to wall, must be minimum of 3-1/2" (89  
mm) on each side. Follow the steps below. The steps correspond to the illustrations on the garage door layout.

**IMPORTANT!** Stainless steel or PT2000 Coated lag screws MUST be used when installing center bearing  
brackets, end bearing brackets, jamb brackets, operator mounting/support brackets and disconnect  
brackets on treated lumber (preservative-treated). Stainless steel or PT2000 Coated lag screws are NOT  
necessary when installing products on un-treated lumber.

**NOTE:** It is recommended that 5/16" x 1-5/8" lag screws be pilot drilled using a 3/16" drill bit, and 5/16" x 2" lag  
screws, prior to fastening.  
For proper opening preparation refer to the portion of the insert sheet instructions titled "Preparing the Opening".

**IMPORTANT!** It is recommended that doors 12' 0" wide and over be installed by two person, to avoid  
possible injury.

**NOTE:** Use this manual in conjunction with the windload specification sheet provided with your door.

**1** Secure the vertical track to the lower slot in the flagangle using (2) 1/4"-20 x 9/16" track bolts and (2) 1/4"-20 nuts. Repeat for other side.

**2** Measure the length of the vertical tracks. Using the Jamb Bracket Schedule (shown on Windload Specification  
Sheet), determine the placement of the jamb brackets for your door height. Secure jamb bracket(s) with (1) 1/4"-20  
x 9/16" track bolt and nut.

**(3) (NOT ILLUSTRATED)**

**NOTE:** Refer to the Windload Specification Sheet for strutting schedule and illustrations. (Some struts may be  
factory installed)

**4**

Uncoil the counterbalance cables and slip the loop at the ends of the cables over the milford pins on the bottom  
section. Insert a short shaft roller in the bottom bracket of the bottom section and insert a long shaft roller at #1 end  
hinge at the top of the bottom section, Fig. 4 and Fig. 7A. Repeat for other side.

**NOTE:** Bottom section can be identified by #1 end hinge, the factory attached bottom astragal and by the bottom  
bracket warning labels on each endticle.

**NOTE:** Verify that astragal does not protrude more than 1/2" past ends of the bottom section. If excess needs to be  
trimmed off, be careful not to stretch astragal, or it may end up shorter than section width.

**NOTE:** Refer to the Windload Specification Sheet for possible bottom bracket installation.

**IMPORTANT!** Right and left hand is always determined from inside the building looking out.

**5**  
**6** Before installing the bottom section, measure and cut vinyl jamb weather-stripping (may not be included) for  
entire garage door opening. Vinyl weather seal must be installed prior to door installation. Attach the weather  
seal to the door jamb 1/8" to 1/4" past door jamb. Temporarily nail the weather-seal to the door jambs and header  
approximately 12" to 18" apart. This will help hold the bottom door section in place. Center the bottom section in  
the door opening. Level it using wooden shims under the bottom astragal as needed.

**7**

Position the left hand vertical track over the rollers of the bottom section.

**NOTE:** Make sure the counterbalance cable is located between the rollers and the door jamb.

Loosely fasten jamb brackets and flagangles to the jamb using 5/16" x 1-5/8" lag screws. Install the right hand  
vertical track the same way. Hang cables over flagangles.

**IMPORTANT!** The tops of the vertical tracks must be level from side to side. If the bottom section was  
shimmed to level it, then the vertical track on the shimmed side, must be raised the height of the shim.

**7**

**NOTE:** The lock section can be identified by a #2 end hinge and by the yellow and black warning label attached to  
the right side of the section.

**NOTE:** The intermediate section can be identified by a #3 end hinge. #4 end hinge are used on the second  
intermediate section on five section high doors.

Insert long shaft rollers into both end stiles of the lock section, Fig. 7A. With assistance lift section and place  
rollers over the tops of the vertical tracks. Install by guiding rollers into the vertical track on both sides and gently  
lowering the section onto the bottom section. Vertically align the mark near the center (on back) of the door, or  
vertically align the center stiles on the face (on front) of the door. Install remaining sections, except for the top  
section, in the same manner.

The center hinges are installed by rotating the hinge leaf upward and secure the hinge to the above section with (3)  
1/4"-14 x 5/8" self tapping screws, Fig. 7B.

Rotate both end hinge leafs upward and secure the hinges to the above section with (6) 1/4"-14 x 5/8" self tapping  
screws, Fig. 7A.

**IMPORTANT!** Push and hold hinge leafs up against the section while securing with 1/4"-14x 5/8"  
self tapping screws.

**8**

**NOTE:** Please refer to fig 8A or 8B to determine which top bracket was supplied with your door. Follow the  
corresponding step below:

**8A)** To install the top brackets, place the top of bracket flush with bottom of the strut, even with the edge of the  
endcap. Fasten using (4) 1/4"-20 x 7/8" self drilling screws. Secure the top slide to the bracket using (1) 5/16"-18  
carriage bolt and (1) 5/16"-18 nut. Repeat for other side.

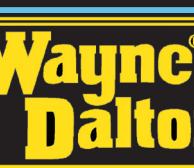
**8B)** To install the top brackets, place the top of bracket flush with bottom of the strut, even with the edge of the  
endcap. Fasten using (4) 1/4"-20 x 7/8" self drilling screws. Loosen the carriage bolt holding the top slide to the  
bracket and reposition top slide as shown in Fig 8B and reattach using (2) 5/16"-18 carriage bolt. Repeat for other  
side.

**9**

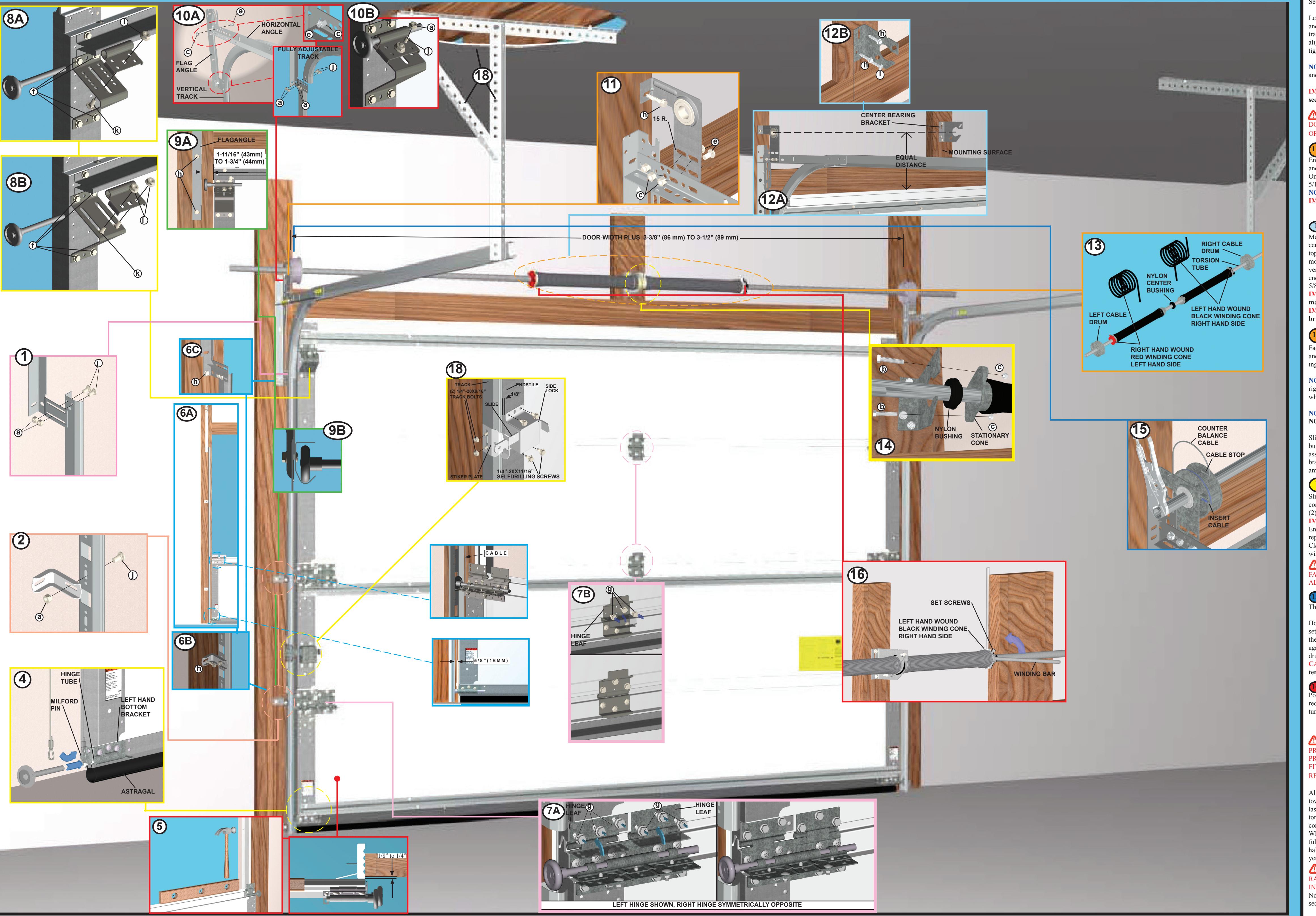
Place top section in the door opening and secure it temporarily by driving a nail into the header near the center of  
the door and bending it over the section. Insert rollers into top slides. Now fasten the hinges to the top section,  
Fig. 7A and Fig. 7B. Position flagangle between 1-11/16" (43 mm) to 1-3/4" (44 mm) from the edge of the door.  
Flagangles must be parallel to the door section ends. Now complete the vertical track installation on both sides by  
securing the center jamb brackets and tightening the other lag screws and track bolts, Fig. 6.

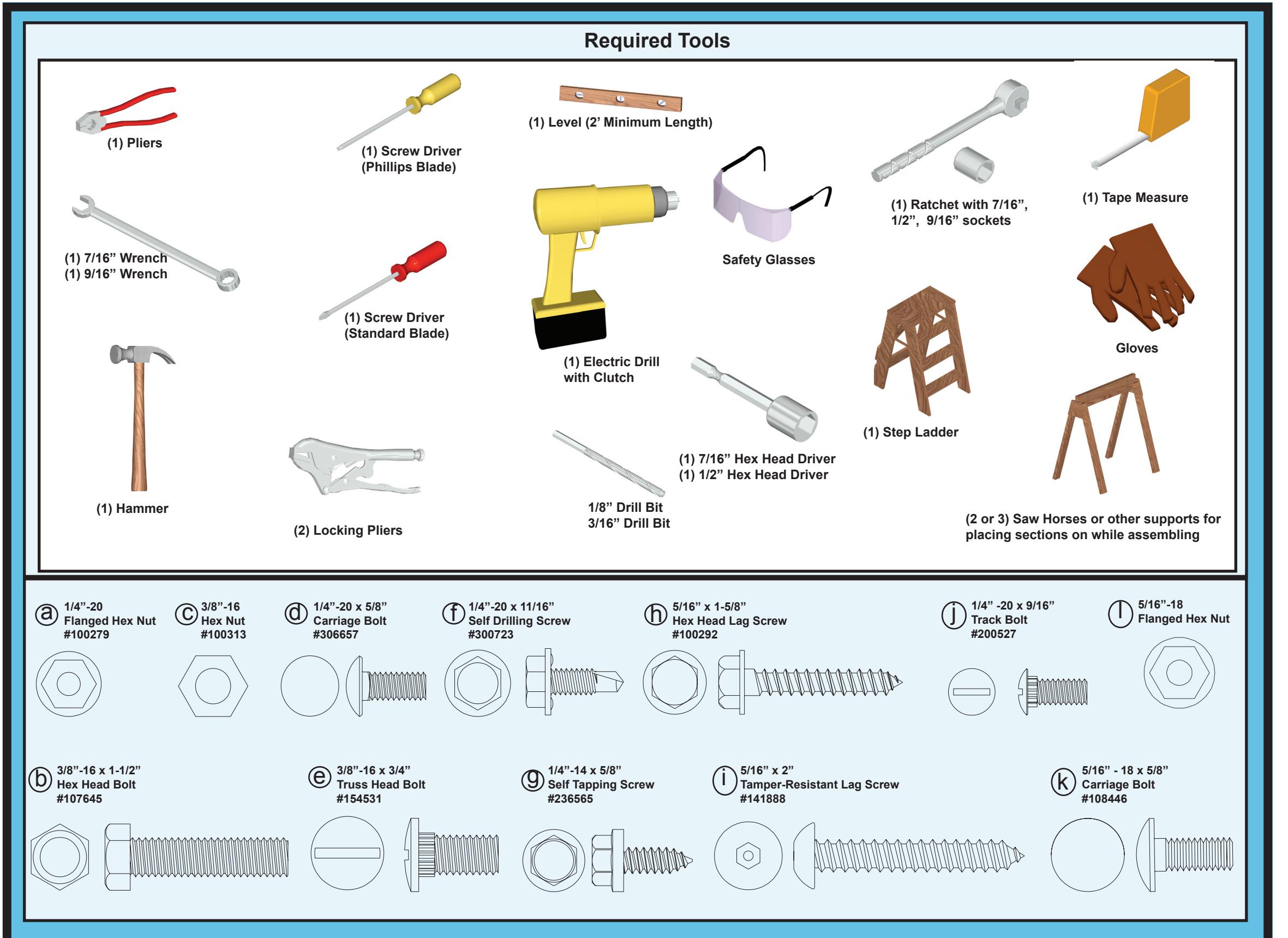
**IMPORTANT!** Vertical tracks must be secured so that rollers are touching the curved side of the vertical  
track, Fig. 9B.

**IMPORTANT!** The dimension between the flagangles must be door-width plus 3-3/8" (86mm) to 3-1/2"  
(89mm) for smooth, safe door operation.



## 5500/9700 Series - Torsion™ Windload Installation Instructions Layout





**Wayne Dalton**

## IMPORTANT SAFETY NOTICES

**MAINTENANCE AND PAINTING INSTRUCTION FOR PRE-PAINTED STEEL DOORS**

**MAINTENANCE**

While factory-applied finishes on steel garage doors are durable, it is desirable to clean them on a routine basis. Some discoloration of the finish may occur when a door has been exposed to dirt-laden atmosphere for a period of time. Light chalking may also occur as a result of direct exposure to sunlight. Cleaning the door will generally restore the appearance of the finish. To maintain an aesthetically pleasing finish of the garage door, an annual washing of the door is recommended. A mild solution of detergent and water will aid in the removal of most dirt. The following solution mixture is recommended:

One cup of Tide™, or other common detergent, which contain less than 0.5% phosphate, dissolved into five gallons of warm water.

**CAUTION: NEVER MIX CLEANSERS OR DETERGENTS WITH BLEACH.**

**SURFACE PREPARATION FOR PAINTING**

Wax on the surface must be removed or paint peeling/flaking will result. To remove this wax, it will be necessary to lightly scrub the surface with a fine steel wool pad, saturated with soapy water. A final wipe and rinse should be done with clean water only, to remove any loose particles and any soapy film residue.

Surface scratches, which have not exposed the metal substrate, can be lightly buffed or sanded with 0000 steel wool or No. 400 sand paper to create a smoother surface. Care must be taken to not expose the substrate under the paint (see Note No. 2). Once the substrate is exposed, the likelihood for rusting is greatly increased. See the following paragraph if metal substrate is exposed.

The exposed substrate must be treated to prevent rust from forming (see Note No. 2). Sand the exposed area lightly and paint with a high quality metal primer, specifically intended for galvanized surfaces, to protect the area from corrosion. Follow drying time on primer can label before applying topcoat.

The surface of the factory-applied finish, that is being painted, must not be too smooth, or the paint will not adhere to it (see Note No. 2). It is advisable to test in an inconspicuous area, to evaluate adhesion. If poor adhesion is observed, surface preparation for painting the factory-applied finish, must be repeated until desired results are achieved. Again, care must be taken to not expose the substrate under the paint.

**PAINTING**

**NOTE:** It is NOT recommend that you paint your door any dark color, this may lead to higher surface temperatures resulting in gaps between the stiles and rails of your door section(s).

After the surface has been properly prepared it must be allowed to dry thoroughly, then coated immediately with a premium quality latex house paint. Follow the paint label directions explicitly. Oil base, or solvent base paints are not recommended. Please note that if substrate is exposed and not properly primed, painting with latex paint may cause accelerated rusting of the steel in the exposed area.

**NOTES:**

1. Repainting of finish painted steel doors cannot be warranted, as this condition is totally beyond the door manufacturer's control.
2. If the finished painted steel door surface has a textured surface representing wood grain, stucco, etc., this step should not be attempted as danger of exposing substrate is greatly increased.
3. Consult a professional coating contractor if in doubt about any of the above directions.
4. Follow directions explicitly on the paint container labels for proper applications of coatings and disposal of containers. Pay particular attention to acceptable weather and temperature conditions in which to paint.

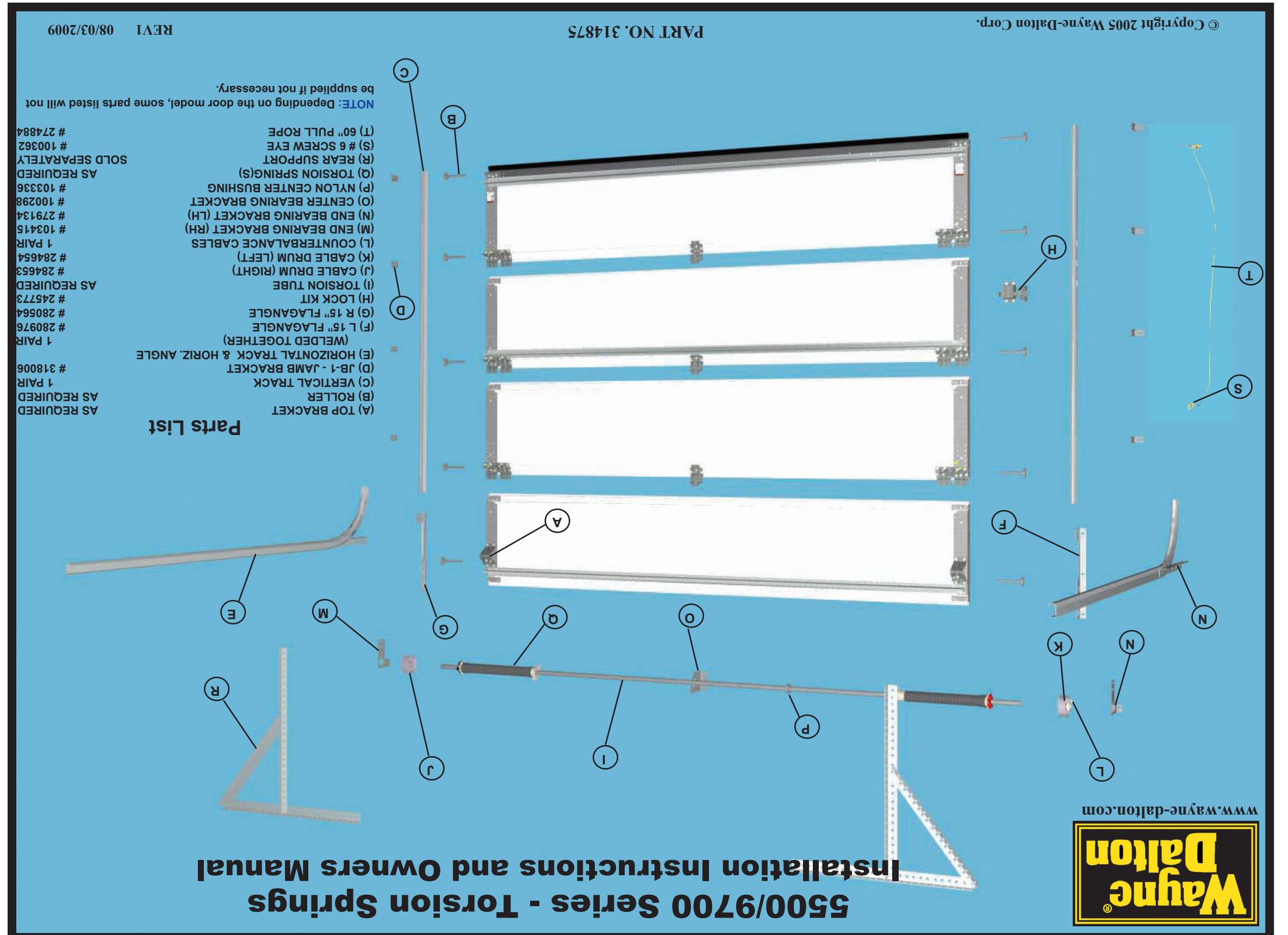
**DECOR LITES ACRYLIC GLAZING CLEANING INSTRUCTIONS:**

1. Clean acrylic glazing with nonabrasive soap or detergent and plenty of water. Use your bare hands to feel and dislodge any caked on particles. A soft, grit-free cloth, sponge or chamois may be used to wipe the surface. Do not use hard or rough cloths that will scratch the acrylic glazing. Dry glazing with a clean damp chamois.
2. Kerosene may be used to remove grease and oil. When using kerosene for cleaning purposes, make sure that you are familiar with its properties, use it only in a well ventilated area away from any sources of sparks and/or fire.
3. DO NOT USE: Window cleaning fluids, scouring compounds, gritty cloths, gasoline, or solvents such as alcohol, acetone, carbon tetrachloride, etc.

**WARNING!** — INDICATES A POTENTIALLY HAZARDOUS SITUATION WHICH, IF NOT AVOIDED, COULD RESULT IN SEVERE OR FATAL INJURY.

**IMPORTANT!** — Required step for safe and proper door operation.

**NOTE:** — Information assuring proper installation of the door.



### ...CONTINUED INSTALLATION INSTRUCTIONS

**17** Using perforated angle, 2" lag screws, 5/16"hex head bolts and nuts (materials may not have been supplied), fabricate the rear supports for horizontal tracks, Fig. 18.

**NOTE:** Rear supports must be securely attached to joists or other framing members capable of supporting the full weight of the door.

**WARNING!** FAILURE TO SECURELY ATTACH REAR SUPPORTS TO JOISTS OR FRAMING MEMBERS AND/OR KEEPING HORIZONTAL TRACKS PARALLEL AND WITHIN 3/4" OF DOOR EDGE COULD CAUSE DOOR TO FALL, POSSIBLY IN SEVERE OR FATAL INJURY.

**18** Selected desired side of door for lock placement. Locate the strike plates over the pre-punched holes in the vertical track on the selected side, nearest the center of the lock (second) section. Fasten the strike plate to the vertical track using (2) 1/4"-20 x 9/16" track bolts and flanged hex nuts. The side lock should be spaced in approximately 1/8" from the edge of the section. Ensure that the lock is square with the section and the lock bolt aligns with the striker plate. Secure the lock to the end stile with (4) 1/4"-20x11/16" self-drilling screws.

**IMPORTANT!** Side locks must be removed or made inoperative in the unlocked position if an operator is installed on the door.

**NOTE:** 16' and 18' doors will require locks on both sides.

### (19) (NOT ILLUSTRATED)

Permanently attach the vinyl weather stripping to both door jambs and the header. Now raise the door to check it's level. Unwind spring(s) 1/4 revolution if door raises by itself or is hard to pull down. Wind spring(s) 1/4 revolution if door is hard to lift or comes down by itself.

To adjust spring tension, fully close door. Apply locking pliers to track above third roller. Insert a winding bar into the winding cone. Push upward on the winding bar while carefully loosening the set screws in the winding cone. BE PREPARED TO SUPPORT THE FULL FORCE OF THE TORSION SPRING ONCE THE SET SCREWS ARE LOOSE.

**NOTE:** On doors utilizing one spring, it will be necessary to clamp locking pliers on the torsion tube to keep the counterbalance cables taut and on the cable drums, BEFORE loosening set screws.

Carefully adjust spring tension 1/4 turn. Retighten both set screws in the winding cone and if required, repeat for the other spring. Recheck door balance. DO NOT ADJUST MORE THAN 1/2 TURN FROM THE RECOMMENDED NUMBER OF TURNS.

If the door does not balance or operate properly, lower the door to the fully closed position and UNWIND THE SPRING(S) FULLY (Reference the insert sheet "Removing the Old Door/Preparing the Opening" section on Torsion Spring Removal). Then recheck the following items:

- 1) Check the door for level.
- 2) Check the torsion tube for level.
- 3) Check the track spacing.
- 4) Check the counterbalance cables for equal tension.
- 5) Check the track for potential obstruction of the rollers.

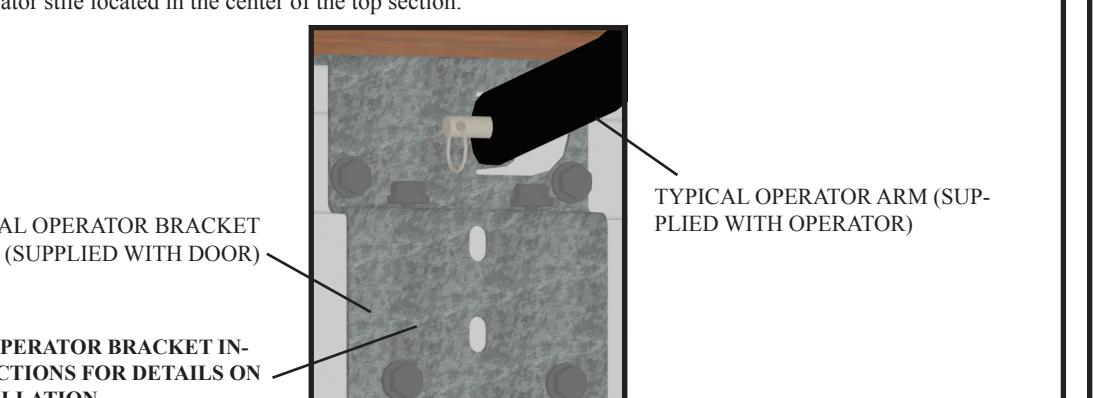
**IMPORTANT!** If door still does not operate properly, contact a qualified door agency.

**20** If there are stiles or lite frame dividers included with your door, install them per their instructions at this time.

### ALTERNATE INSTALLATIONS

#### TYPICAL TROLLEY OPERATOR INSTALLATION

If you are installing an electric operator on your door, the following information is provided to ensure proper function of your door/operator installation. Figure below shows a typical means of connecting the operator arm to the operator stile located in the center of the top section.



#### INSTALLATION TIPS:

1. Follow the installation instructions supplied with your operator.
2. Reinforce top section prior to attaching operator. See illustration below.
3. Install trolley rail 1/2" to 1" (13 - 25 mm) above high arc of top section of the door.
4. Mount operator to ceiling so that 1" to 1-1/2" (25 - 38 mm) clearance is maintained between trolley rail and top section when door is fully open (trolley rail will slope down towards rear).
5. The operator bracket must be mounted to the operator stile on the top section.
6. Attach operator rail to spring pad.
7. Attach operator to ceiling using perforated angle.

**IMPORTANT!** Operator mounting must be to joists or framing members.

**WARNING!** OPERATOR MUST BE TESTED AT TIME OF INSTALLATION AND MONTHLY THEREAFTER, ACCORDING TO THE MANUFACTURER'S INSTRUCTIONS TO ENSURE THAT ALL SAFETY FEATURES ARE FUNCTIONING CORRECTLY. FAILURE TO PERFORM THESE TESTS AND MAKE ANY NECESSARY ADJUSTMENTS/REPAIRS CAN RESULT IN SEVERE OR FATAL INJURY.

On doors utilizing one spring, it will be necessary to clamp locking pliers on the torsion tube to keep the counterbalance cables taut and on the cable drums, BEFORE loosening set screws.

Carefully adjust spring tension 1/4 turn. Retighten both set screws in the winding cone and if required, repeat for the other spring. Recheck door balance. DO NOT ADJUST MORE THAN 1/2 TURN FROM THE RECOMMENDED NUMBER OF TURNS.

If the door does not balance or operate properly, lower the door to the fully closed position and UNWIND THE SPRING(S) FULLY (Reference the insert sheet "Removing the Old Door/Preparing the Opening" section on Torsion Spring Removal). Then recheck the following items:

- 1) Check the door for level.
- 2) Check the torsion tube for level.
- 3) Check the track spacing.
- 4) Check the counterbalance cables for equal tension.
- 5) Check the track for potential obstruction of the rollers.

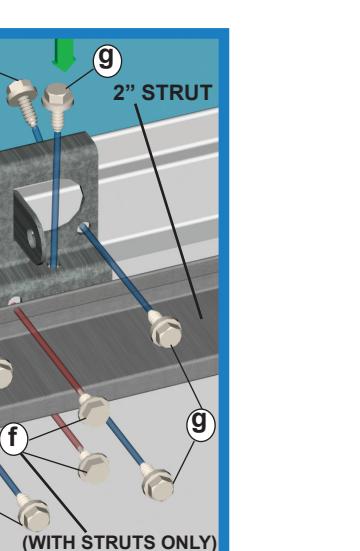
**IMPORTANT!** If door still does not operate properly, contact a qualified door agency.

**20** If there are stiles or lite frame dividers included with your door, install them per their instructions at this time.

### OPTIONAL ACCESSORY INSTALLATIONS

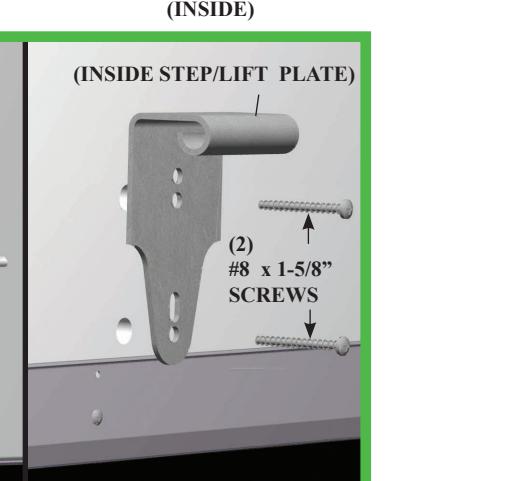
#### OPERATOR BRACKET

Locate the center of the top section's strut. The strut is factory attached with 1/4" - 14 x 5/8" self tapping screws. Remove, but retain, a few of these screws (approximately 4-6 from the center of the strut, allowing the operator bracket to slide between the section and the strut. Slide the operator bracket until it seats on the male part of the section. The operator bracket must be centered and positioned on the top section so it bridges the transition point of the section thickness. Attach the operator bracket using (8) 1/4" - 14 x 5/8" self tapping screws as shown. Re-attach the strut using (2) 1/4" - 20 x 11/16" self drilling screws through the operator bracket. Finish re-attaching the strut using the self tapping screws removed previously.



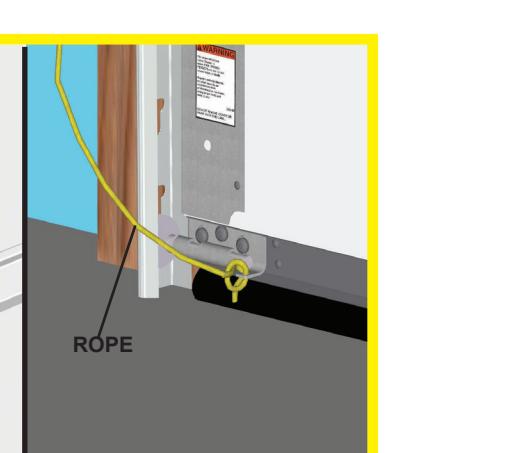
#### STEP PLATES

Raise the door to a comfortable working height and secure with locking pliers to the track. Locate the center stile on the bottom section of the door. Using the pre-punched holes at the bottom of the stile as a template, drill (2) 7/32" (6mm) dia. holes through the section. Using the previously drilled holes as a guide, enlarge the holes from the outside of the door to 7/16" (11mm) dia. and assemble the outside and inside step plates to the section using (2) #8 x 1-5/8" screws. **NOTE:** Do not drill through or enlarge holes on the inside of the door.



#### PULL ROPE

Attach No. 6 screw eye to wood jamb approximately 48" - 50" (1220 to 1270 mm) off the floor. Use (1) 1/4"-14 x 5/8" self tapping screw, to fasten pull rope clip to the endstile and then tie the pull rope to both the screw eye and pull rope clip.



## 5500/9700 SERIES™ LIFETIME LIMITED WARRANTY

Wayne-Dalton Corp.  
P.O. Box 67, Mt. Hope,  
Ohio 44660  
[www.wayne-dalton.com](http://www.wayne-dalton.com)

Subject to the terms and conditions contained in this Lifetime Limited Warranty, Wayne-Dalton Corp. ("Manufacturer") warrants the sections of the door, which is described at the top of this page, **FOR AS LONG AS YOU OWN THE DOOR AGAINST:**

- Peeling, cracking, or chalking of the original factory-applied coating on the door as a result of a defect in the original factory-applied coating or in the application of the original factory-applied coating, in cases where the door sections and the original factory-applied coating: (a) have not been subjected to adverse atmospheric conditions or contaminants (such as salt water or other marine environment, or to toxic or abrasive substances, including those in the air); (b) have been maintained in compliance with Manufacturer's recommendations; and (c) have not been subject to physical abrasion, impacted by a hard object, or have been punctured.
- The door becoming inoperable due to rust-through of the steel skin from the core of the door section, caused by cracking, splitting, or other deterioration of the steel skin, or due to structural failure caused by separation or degradation of the foam insulation.

The Manufacturer warrants the garage door hardware (except springs) and the tracks of the above-described door, for as long as you own the door, against defects in material and workmanship, subject to all the terms and conditions below.

The Manufacturer warrants those component parts of the door not covered by the preceding provisions of this Lifetime Limited Warranty against defects in material and workmanship for a period of **ONE (1) YEAR** from the date of installation.

The Manufacturer warrants the factory-applied finish and the factory attached stiles against fading and cosmetic changes from the time of installation for **TWO (2) YEARS**. The factory attached stiles are warranted against peeling, cracking, chalking, or delamination from the time of installation for **TWO (2) YEARS**. If the door is re-stained or re-painted, the **TWO (2) YEARS** warranty for the factory-applied finish is void.

This Limited Warranty is extended only to the person who purchased the product and continues to own the premises (where the door is installed) as his/her primary residence ("Buyer"). This Limited Warranty does not apply to residences other than primary, or to commercial or industrial installations, or to installations on rental property (even when used by a tenant as a residence). This Limited Warranty is not transferable to any other person (even when the section is sold), nor does it extend benefits to any other person. As a result this Limited Warranty does NOT apply to any person who purchases the product from someone other than an authorized Wayne-Dalton dealer or distributor.

The Manufacturer will not be responsible for any damage attributable to improper storage, improper installation, or any alteration of the door or its components, abuse, damage from corrosive fumes or substances, salt spray ordinary wear. This Limited Warranty will be voided if the original finish is painted over, unless Manufacturer's preparation and painting instructions are followed explicitly. This Limited Warranty will be voided if any holes are drilled into the door, other than those specified by the Manufacturer.

THIS LIMITED WARRANTY COVERS A CONSUMER PRODUCT AS DEFINED BY THE MAGNUSEN-MOSS ACT. NO WARRANTIES, EXPRESS OR IMPLIED (INCLUDING BUT NOT LIMITED TO WARRANTY, ABOVE).

Some States do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you. Any claim under this Limited Warranty must be made in writing, within the applicable warranty period, to the dealer from which the product was purchased. Unless the dealer is no longer in business, a written claim to the manufacturer will be the same as if no claim had been made at all.

At the Manufacturer's option, pursuant to the dealer having notified the Manufacturer of a warranty claim, a service representative may inspect the product on site. Buyer may be required to remove the product to the dealer's place of business for inspection. The manufacturer will be responsible for all shipping costs.

If the Manufacturer determines that the claim is valid under the terms of this Limited Warranty, the Manufacturer will cause the defective product to be repaired or replaced. The decision about the manner in which the defect will be remedied will be at the discretion of the Manufacturer, subject to applicable law. THE REMEDY WILL COVER ONLY MATERIAL. THIS LIMITED WARRANTY DOES NOT COVER OTHER CHARGES, SUCH AS FIELD SERVICE LABOR FOR REMOVAL, INSTALLATION, PAINTING, SHIPPING, ETC.

Any repairs or replacements arranged by Manufacturer will be covered by (and subject to) the terms, conditions, limitations and exceptions of this Limited Warranty; provided, however, that the installation date for the repaired or replaced product will be deemed to be the date the original product was installed, and this Limited Warranty will expire at the same time as if there had been no defect. If a claim under this Limited Warranty is resolved in a manner other than described in the immediately preceding paragraph, then neither this Limited Warranty nor any other warranty from the Manufacturer will cover the repaired or replaced portion of the product.

THE REMEDIES FOR THE BUYER DESCRIBED IN THIS LIMITED WARRANTY ARE EXCLUSIVE and take the place of any other remedy. The liability of the Manufacturer, whether in contract or tort, under warranty, product liability, or otherwise, will not go beyond the Manufacturer's obligation to repair or replace, at its option, as described above. THE MANUFACTURER WILL NOT UNDER ANY CIRCUMSTANCES BE LIABLE FOR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, including (but not limited to) damage or loss of other property or equipment, personal injury, loss of profits or revenues, business or service interruptions, cost of capital, or purchase or replacement of other goods, or claims of third parties for any of the foregoing.

States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

No employee, distributor, dealer, representative, or other person has the authority to modify any term or condition contained in this Limited Warranty or to grant any other warranty on behalf of or binding on the Manufacturer, and anyone's attempt to do so will be null and void.

Buyer should be prepared to verify the date of installation to the satisfaction of the Manufacturer.

The rights and obligations of the Manufacturer and Buyer under this Limited Warranty will be governed by the laws of the State of Ohio, USA, to the extent permitted by law.

This Limited Warranty gives you specific legal rights and you may also have other rights, which may vary from State to State.